

D Enterprises

Since 2002, the Czech Statistical Office (CZSO) has been regularly monitoring development in usage of information technologies by enterprises with 10 or more persons employed in selected industries with independent annual statistical survey.

Since 2006, the survey has been conducted according to the annual implementing measures of the **Framework Regulation (EC) No. 808/2004 of the European Parliament and of the Council** concerning Community statistics on the information society that ensures data harmonisation and comparability among EU countries.

In 2015 this survey was conducted in the first quarter, with the sample of approximately 7 500 enterprises. The resulting data has been then extrapolated to the entire population of enterprises with 10+ employees in the Czech Republic (38 thousand enterprises).

Reference period: 31 December (for the years 2000–2004), since 2006 the reference period refers to January of the monitored year. In the case of electronic commerce and using the Internet for interaction with public authorities, the data pertains to the entire year.

Sample size: 7 500 enterprises with 10 and more persons employed

Data comparability:

- The data obtained in 2008 and later are not fully comparable with the data of previous years. This difference is due to implementation of a new NACE classification.
- The data for the Czech Republic presented by Eurostat may differ slightly from data presented by the CZSO. This difference is due to the fact that Eurostat does not include, as part of the data it publishes, enterprises from the financial sector.

Definitions:

- **Social media** use by enterprises – use of tools for conversing and creating content online and for connecting with customers, suppliers or other partners or within the enterprise. The following are the main social media communication platforms and tools for enterprises:
 - **Social networks or website** (e.g. Facebook or LinkedIn);
 - **Enterprise's blog or microblogs** (e.g. Twitter);
 - **Multimedia content sharing websites** (e.g. YouTube or Flickr) or
 - **Wiki based knowledge sharing tools** (e.g. Wikipedia-like sites).
- **Electronic commerce** shall mean e-purchases or e-sales (placing or accepting electronic orders) via the Internet or other computer networks (proprietary networks used for market transactions) regardless the method of payment or delivery. Value of e-purchases (e-sales) is a percentage of the total financial value of all enterprise's purchases (enterprise's turnover). Purchases (sales) implemented on the basis of orders prepared from information obtained on the Internet but placed in a traditional way (by phone, fax, or written order) or by manual typed e-mail are not included. Electronic orders are made through websites (Web e-commerce) or initiated by using the electronic data interchange (EDI e-commerce).
 - **Web e-commerce** are purchases or sales made via an online store (web shop), via web forms on a website or extranet, or "apps" regardless of how the web is accessed (computer, laptop, mobile phone etc.)
 - **EDI e-Commerce** are orders initiated with EDI-type messages. EDI is here used as a generic term for sending or receiving business information in an agreed format suitable for automated processing (e.g. EDIFACT, XML, etc.) and without the individual message being manually typed. "EDI e-Commerce" is limited to EDI messages placing an order.

- **Electronic data interchange (EDI)** refers to the structured transmission of data or documents (messages) between organizations or enterprises by electronic means in an agreed format which allows its automatic processing (e.g. EDIFACT, XML, etc.) and without the individual message being manually typed.
- **ERP** (Enterprise Resource Planning) consists of one or of a set of software applications that integrate information and processes across the several business functions of the enterprise. Typically ERP integrates planning, procurement, sales, marketing, customer relationship, finance and human resources. ERP software can be customised or package software.
- **CRM** (Customer Relationship Management) is a management methodology which places the customer at the centre of the business activity, based in an intensive use of information technologies to collect, integrate, process and analyze information related to the customers.
- **SCM** (Supply Chain Management) means exchanging all types of information with suppliers and/or customers about the availability, production, development and distribution of goods or services. This information may be exchanged via websites, networks or other means of electronic data transfer.
- **Using automated data sharing concerning orders** - interconnection of information system for issuing/accepting orders with other business processes (manufacturing, logistics, distribution, accounting, etc.). Data on orders received can be shared by enterprise's information systems or can be transferred automatically.
- **Remote access to the enterprise's e-mail system** the possibility of using enterprise's email from outside (e.g. from home), regardless of the type of used device.
- **Internal computer network** (Local Area Network; LAN) connects two or more computers to share information, files, internal emails and applications within the enterprise.
- **WLAN** - the use of wireless technologies such as radio-frequency, infrared, microwave, or other types of electromagnetic or acoustic waves, for the last internal link between users devices (such as computers, printers, etc) and a LAN backbone line(s) within the enterprise's working premises. It includes mainly Wi-fi and Bluetooth technologies
- **Intranet** is an internal company communication network using an Internet protocol allowing communications within an organisation.
- **ICT security** means measures, controls and procedures applied on ICT systems in order to ensure integrity, authenticity, availability and confidentiality of data and systems.

The **Eurostat** online database for **Information society statistics** was used for the international comparison. *Data from this database were extracted in April 2016. For more information see:*

<http://ec.europa.eu/eurostat/web/information-society> and
<http://ec.europa.eu/eurostat/web/information-society/methodology>

Further information on ICT usage by enterprises can be found at:

https://www.czso.cz/csu/czso/podnikatelsky_sektor

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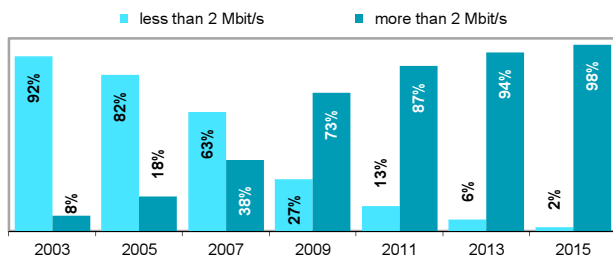
Tab. D1 Enterprises in the Czech Republic with the Internet, 2015

%

	Download speed		
	at least 2 Mb/s	at least 30 Mb/s	at least 100 Mb/s
Total (10 employees or more)	93,8	19,2	7,5
Small enterprises (10-49)	92,8	15,9	6,5
Medium enterprises (50-249)	96,9	27,8	9,6
Large enterprises (250 and more)	99,1	45,0	19,1
Industry (NACE category):			
Manufacturing	93,7	16,1	5,8
Electricity, gas and water supply	94,8	24,7	8,6
Construction	96,8	16,4	7,8
Sale and repair of motor vehicles	95,6	23,2	6,7
Wholesale trade	95,8	14,2	5,1
Retail trade	90,2	15,7	6,1
Transport and storage	92,3	19,8	4,1
Accommodation	95,0	29,9	10,6
Food and beverage services	81,2	11,4	3,8
Travel agency and related activities	98,3	26,5	10,9
Media industry incl. publishing activities	100,0	46,6	28,1
Telecommunications	100,0	79,9	62,4
Computer programming and related activities	98,9	46,6	24,5
Financial and insurance activities	91,7	45,7	19,7
Real estate activities	96,3	24,5	11,7
Professional, scientific and technical activities	96,3	24,2	11,5
Administrative and support activities	91,2	25,2	7,8

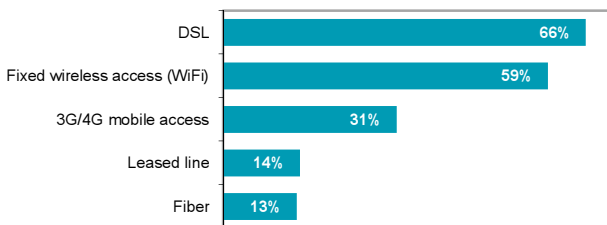
as a percentage of all enterprises in a given group

Figure D1 Internet connection speed used by enterprises



Maximum contracted download speed of the fastest fixed internet connection

Figure D2 Type of internet connection used by enterprises, 2015



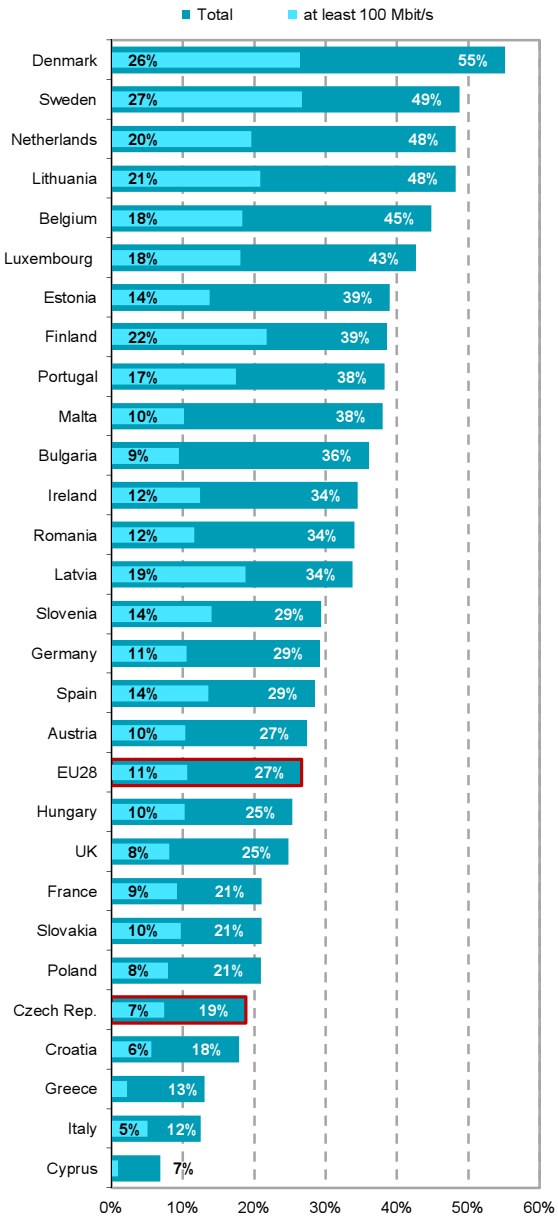
Multiple responses possible

as a percentage of all enterprises with 10+ employees having Internet access

Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Figure D3 Enterprises in EU countries with at least 30 Mb/s internet connection, 2015



Maximum contracted download speed of the fastest fixed internet connection as a percentage of all enterprises with 10+ employees in a given country

Source: Eurostat 2015

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Tab. D2 Enterprises in the Czech Republic with a Website, 2015

%

	Total	Available in foreign language(s)	Customized for mobiles
Total (10 employees or more)	82,7	35,0	26,0
Small enterprises (10-49)	80,4	28,3	24,6
Medium enterprises (50-249)	90,2	56,7	29,5
Large enterprises (250 and more)	94,0	71,5	39,1
Industry (NACE category):			
Manufacturing	83,0	44,1	22,4
Electricity, gas and water supply	87,9	27,2	22,3
Construction	86,0	12,7	21,8
Sale and repair of motor vehicles	94,6	17,9	35,7
Wholesale trade	90,6	39,9	29,5
Retail trade	58,5	13,9	20,7
Transport and storage	70,2	25,8	19,0
Accommodation	98,1	84,4	53,1
Food and beverage services	74,7	33,9	35,5
Travel agency and related activities	96,6	51,4	38,8
Media industry incl. publishing act.	98,0	53,4	54,8
Telecommunications	97,5	23,9	52,2
Computer programming and relat. act.	95,3	61,2	45,7
Financial and insurance activities	94,1	48,4	39,4
Real estate activities	83,4	31,7	26,2
Professional, scientific and tech. act.	90,4	48,8	24,8
Administrative and support activities	74,2	28,7	27,3

as a percentage of all enterprises in a given group

Figure D4 Enterprises with a web presence (Website)

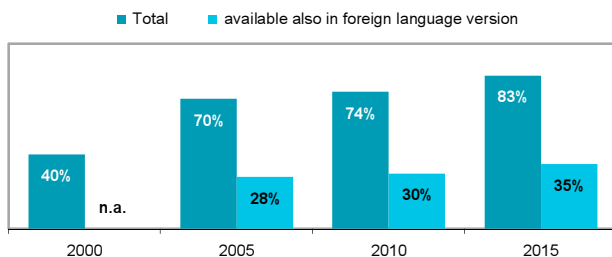
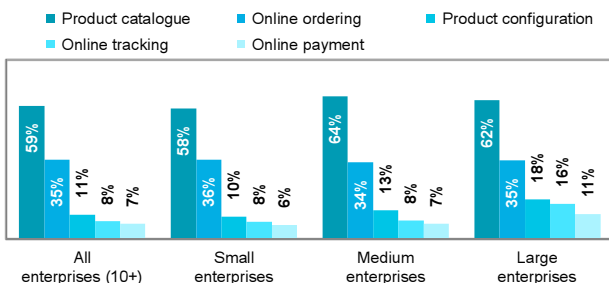


Figure D5 Applications available on enterprise's websites, 2015

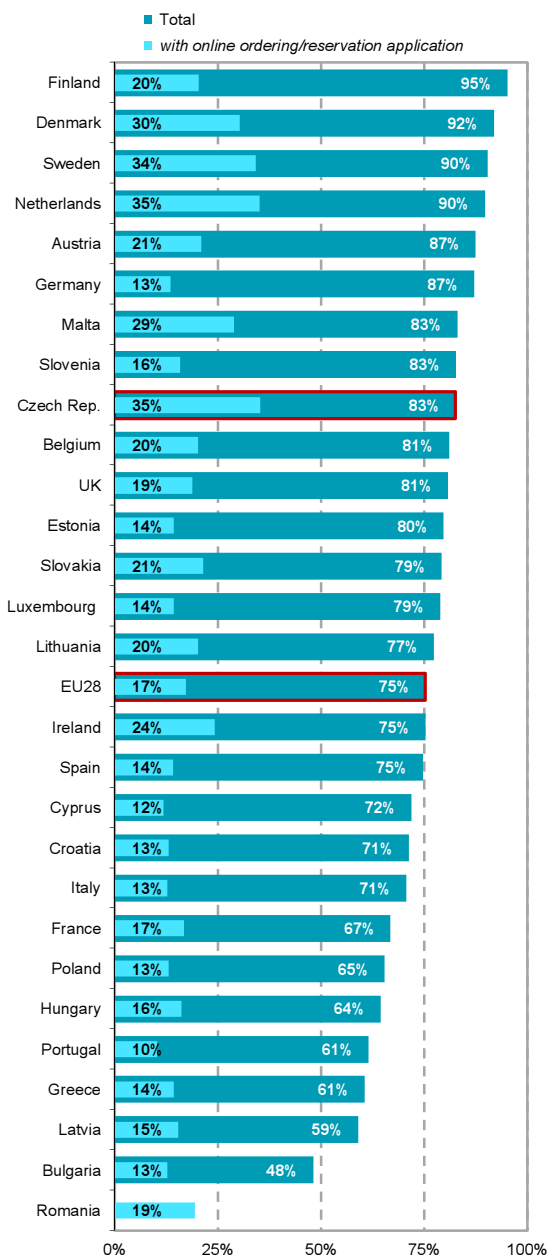


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Figure D6 Enterprises in EU countries with a web presence (Website), 2015



as a percentage of all enterprises with 10+ employees in a given country

Source: Eurostat 2015

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Tab. D3 Enterprises in the Czech Republic using social media, 2015

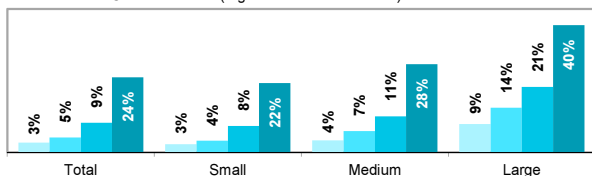
%

	Total	of which:	
		social networks	enterprise's blog
Total (10 employees or more)	24,9	23,5	4,6
Small enterprises (10-49)	23,3	21,7	3,6
Medium enterprises (50-249)	28,5	27,6	6,6
Large enterprises (250 and more)	41,6	39,9	14,0
Industry (NACE category):			
Manufacturing	18,3	17,3	2,6
Electricity, gas and water supply	13,4	13,2	1,8
Construction	11,8	10,7	0,1
Sale and repair of motor vehicles	37,2	36,7	3,7
Wholesale trade	34,4	30,8	6,5
Retail trade	30,6	28,9	5,2
Transport and storage	14,3	13,2	1,9
Accommodation	67,9	66,1	16,1
Food and beverage services	41,2	40,5	4,4
Travel agency and related activities	72,9	72,9	24,2
Media industry incl. publishing activities	71,6	69,9	21,8
Telecommunications	58,3	55,8	12,0
Computer programming and related act.	47,7	45,2	24,4
Financial and insurance activities	35,9	34,0	15,5
Real estate activities	18,6	18,0	4,3
Professional, scientific and technical act.	29,2	28,0	8,2
Administrative and support activities	23,1	21,9	4,2

as a percentage of all enterprises in a given group

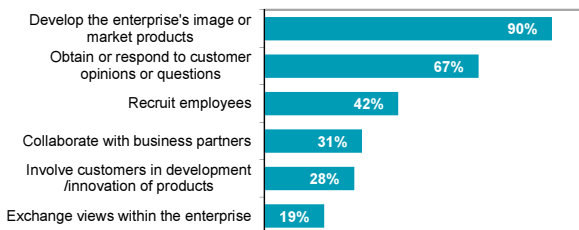
Figure D7 Social media used by enterprises, 2015

- Wiki based knowledge sharing tools (e.g. Wikipedia)
- Enterprise's blog or microblog (e.g. Twitter)
- Multimedia content sharing websites (e.g. YouTube or Flickr)
- Social networks (e.g. Facebook or LinkedIn)



as a percentage of all enterprises in a given size class

Figure D8 Reasons for using social media by enterprises, 2015

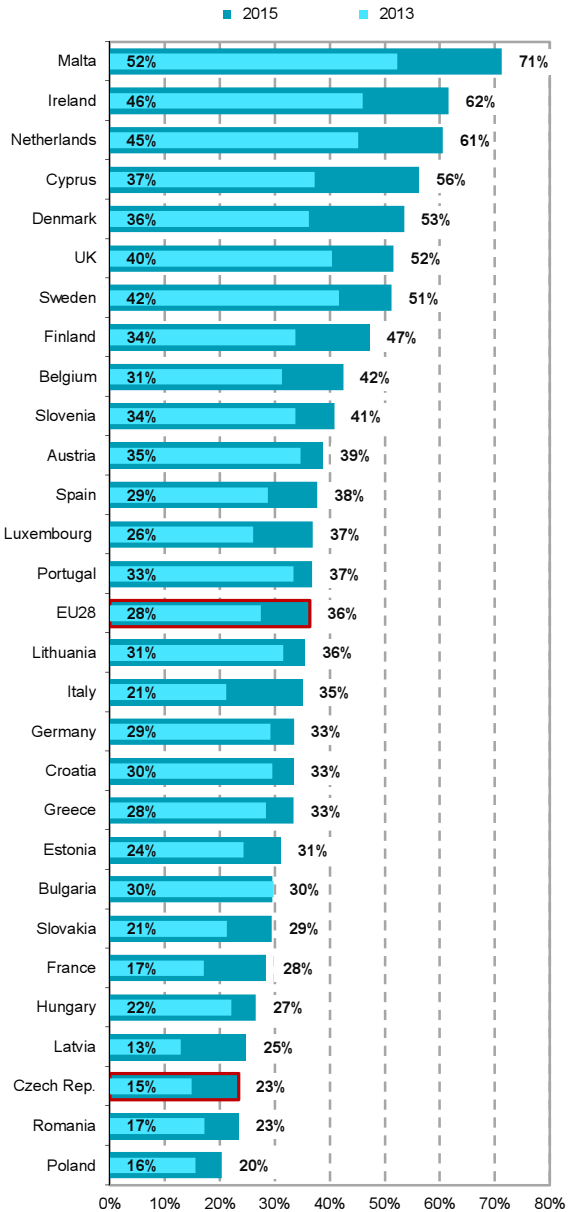


as a percentage of all enterprises with 10+ employees using social media

Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Figure D9 Enterprises in EU countries using the Internet for participating in social networks (e.g. Facebook or LinkedIn)



as a percentage of all enterprises with 10+ employees in a given country

Source: Eurostat 2015

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Tab. D4 Value of enterprise's purchases in the Czech Republic from conducting eCommerce, 2014

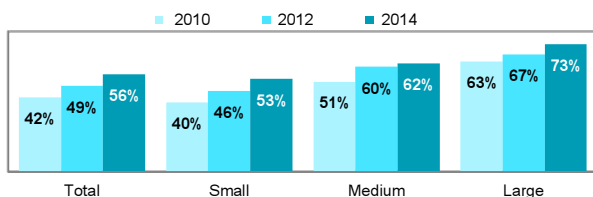
%

	Total	via EDI* messages	via a website
Total (10 employees or more)	35,7	23,6	12,1
Small enterprises (10-49)	24,2	9,9	14,4
Medium enterprises (50-249)	31,1	15,6	15,6
Large enterprises (250 and more)	41,6	32,0	9,6
Industry (NACE category):			
Manufacturing	36,0	25,4	10,6
Electricity, gas and water supply	57,1	41,0	16,1
Construction	15,4	9,6	5,8
Sale and repair of motor vehicles	62,6	34,6	28,0
Wholesale trade	28,0	15,6	12,4
Retail trade	48,1	37,9	10,2
Transport and storage	11,4	4,2	7,1
Accommodation	16,1	4,8	11,2
Food and beverage services	21,3	11,9	9,4
Travel agency and related activities	32,8	9,9	22,9
Media industry incl. publishing activities	24,4	5,2	19,2
Telecommunications	34,4	19,4	15,0
Computer programming and related act.	49,9	21,8	28,2
Real estate activities	14,5	3,1	11,3
Professional, scientific and technical act.	18,2	4,8	13,4
Administrative and support activities	21,6	7,2	14,5

as a percentage of the total purchases' value of enterprises in a given group

*Electronic transmission of messages suitable for automated processing, i.e. using EDI, XML for business-to-business e-commerce

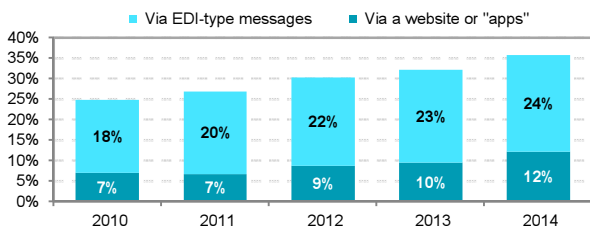
Figure D10 Enterprises purchasing via electronic networks*



*Includes any enterprise that during the reference year placed at least one electronic order over the Internet or other computer network via a website (online store/web shop/apps) or via EDI-type message.

as a percentage of all enterprises in a given size class

Figure D11 Value of enterprise's e-Commerce purchases

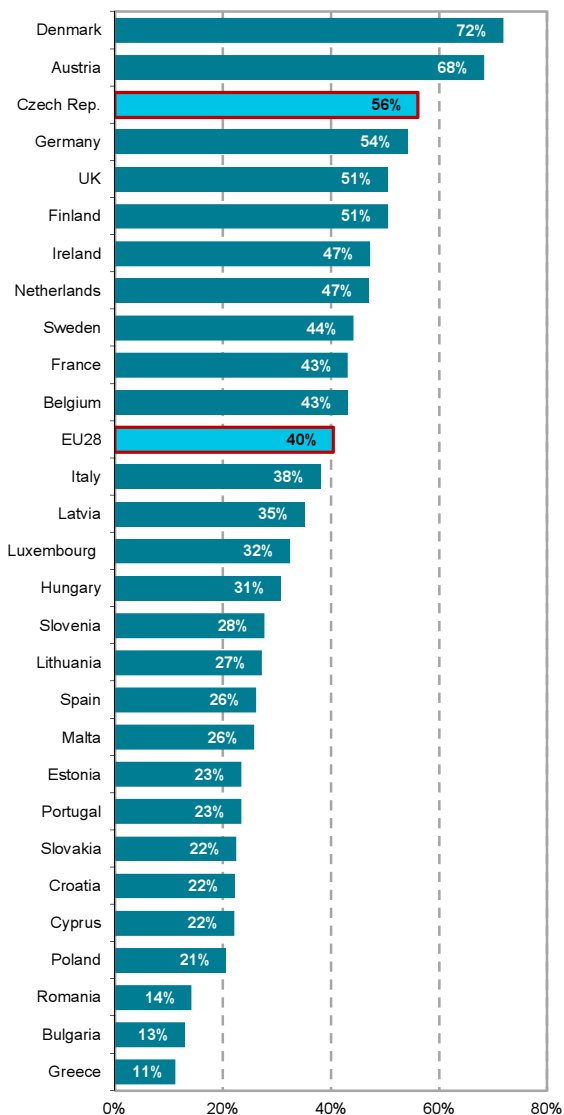


as a percentage of the total purchases' value of enterprises

Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Figure D12 Enterprises in EU countries purchasing via electronic networks*, 2014



*Includes any enterprises that placed in 2014 at least one electronic order over the Internet or other computer network through a website (online store/web shop) or apps or via EDI-type messages.

as a percentage of all enterprises with 10+ employees in a given country

Source: Eurostat 2015

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Tab. D4 Value of enterprise's electronic sales in the Czech Republic from conducting eCommerce, 2014

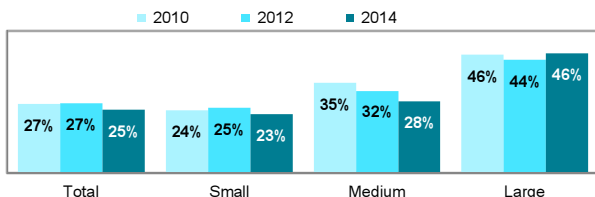
%

	Total	via EDI* messages	via a website
Total (10 employees or more)	28,8	23,6	5,2
Small enterprises (10-49)	13,8	8,7	5,1
Medium enterprises (50-249)	17,8	11,3	6,5
Large enterprises (250 and more)	38,8	34,2	4,6
Industry (NACE category):			
Manufacturing	38,1	36,1	2,0
Electricity, gas and water supply	42,7	37,9	4,8
Construction	4,1	3,0	0,5
Sale and repair of motor vehicles	39,7	31,0	8,7
Wholesale trade	21,8	10,8	11,0
Retail trade	13,5		8,6
Transport and storage	26,4	4,8	6,4
Accommodation	27,8	7,9	19,8
Food and beverage services	5,9	1,8	4,1
Travel agency and related activities	38,0	6,6	31,4
Media industry incl. publishing activities	27,0	3,6	23,4
Telecommunications	27,3	12,2	15,2
Computer programming and related act.	18,5	10,8	7,7
Real estate activities	3,9	1,0	2,9
Professional, scientific and technic.act.	4,6	3,0	1,6
Administrative and support activities	31,2	17,7	13,5

as a percentage of total enterprise's turnover in a given group

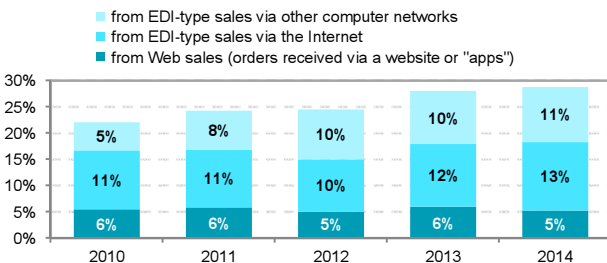
*Electronic transmission of messages suitable for automated processing, i.e. using EDI, XML for business-to-business e-commerce

Figure D13 Enterprises selling via electronic networks



as a percentage of all enterprises in a given size class

Figure D14 Value of enterprise's e-sales

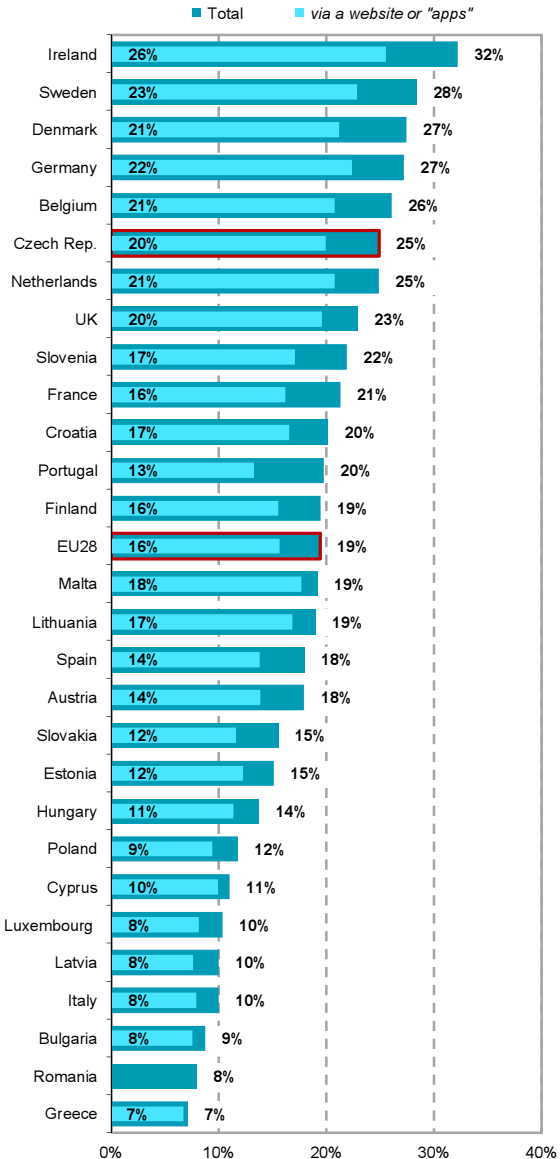


as a percentage of total enterprise's turnover

Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Figure D15 Enterprises in EU countries selling via electronic networks*, 2014



*Includes any enterprise that received in 2014 at least one electronic order over the Internet or other computer network through a website (online store/web shop) or apps or via EDI-type messages.

as a percentage of all enterprises with 10+ employees in a given country

Source: Eurostat 2015

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Figure D16 Total value of electronic sales of enterprises in EU countries - Turnover from eCommerce, 2014



as a percentage of total turnover in enterprises with 10+ emp. in a given country

* data for 2013, ** data for 2011

Source: Eurostat 2015

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Tab. D6 Enterprises in the Czech Republic using ERP, CRM and SCM software application, 2015

%

	ERP	CRM	SCM
Total (10 employees or more)	30,3	22,6	1,9
Small enterprises (10-49)	21,4	17,4	1,4
Medium enterprises (50-249)	57,8	39,9	2,2
Large enterprises (250 and more)	81,8	46,8	10,2
Industry (NACE category):			
Manufacturing	37,6	22,0	2,2
Electricity, gas and water supply	33,4	27,5	1,0
Construction	16,1	11,5	0,6
Sale and repair of motor vehicles	45,9	40,3	6,5
Wholesale trade	40,1	36,3	2,8
Retail trade	19,4	13,4	2,0
Transport and storage	20,6	14,9	2,0
Accommodation	16,8	19,9	1,3
Food and beverage services	11,1	5,9	1,1
Travel agency and related activities	37,8	36,2	2,2
Media industry including publishing activities	39,6	39,2	1,0
Telecommunications	53,5	53,3	1,7
Computer programming and related activities	54,0	54,0	5,1
Financial and insurance activities	40,2	44,1	1,2
Real estate activities	22,5	11,8	1,3
Professional, scientific and technical activities	26,8	27,4	0,3
Administrative and support activities	27,3	21,2	0,7

as a percentage of all enterprises in a given group

ERP (Enterprise Resource Planning)

CRM (Customer Relationship Management)

SCM (Supply Chain Management)

Figure D17 Enterprises using an ERP software application

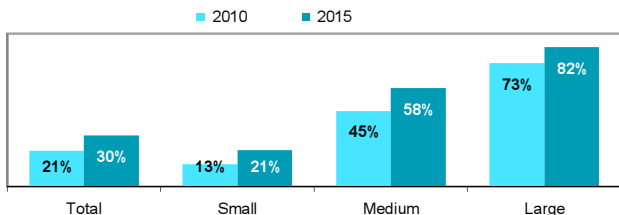
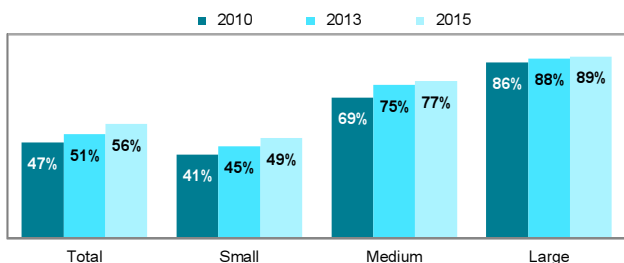


Figure D18 Enterprises using automated data sharing concerning orders

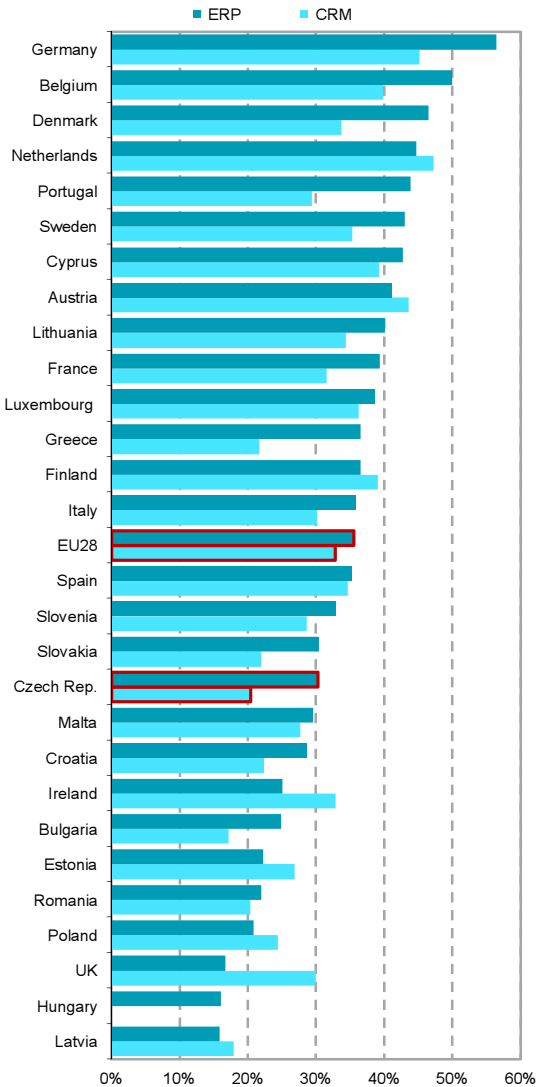


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Figure D19 Enterprises in EU countries using ERP and CRM software application, 2015



An ERP (Enterprise Resource Planning) is a software package used to manage resources by sharing information among different functional areas (e.g. accounting, planning, production, marketing, etc.)

CRM (Customer Relationship Management) refers to any software application for managing information about customers

as a percentage of all enterprises with 10+ employees in a given country

Source: Eurostat 2015

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Tab. D7 Employees in the Czech Rep. using ICT at work; 2015

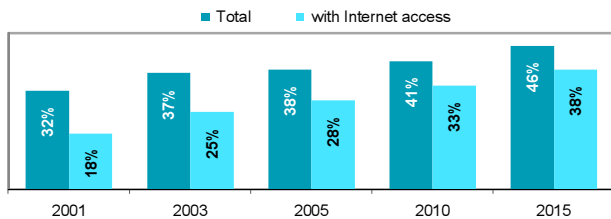
%

	Computer	Internet	portable or mobile device*
Total (10 employees or more)	45,9	38,3	12,5
Small enterprises (10-49)	45,1	42,9	14,4
Medium enterprises (50-249)	44,5	39,4	12,2
Large enterprises (250 and more)	47,0	35,8	11,8
Industry (NACE category):			
Manufacturing	41,0	30,8	7,6
Electricity, gas and water supply	52,2	47,0	15,0
Construction	41,3	40,7	17,4
Sale and repair of motor vehicles	70,3	53,0	15,0
Wholesale trade	64,3	60,3	23,6
Retail trade	43,7	29,1	5,4
Transport and storage	35,6	25,3	8,2
Accommodation	37,8	34,4	6,7
Food and beverage services	25,2	22,2	4,1
Travel agency and related activities	78,0	73,0	13,6
Media industry incl. publishing activities	76,0	74,7	36,8
Telecommunications	86,3	86,0	59,6
Computer programming and related act.	87,5	87,3	50,3
Financial and insurance activities	80,0	79,1	30,4
Real estate activities	57,0	52,3	14,2
Professional, scientific and technic. act.	77,5	75,9	26,7
Administrative and support activities	21,1	19,5	5,8

* laptop, tablet, smartphone, etc.

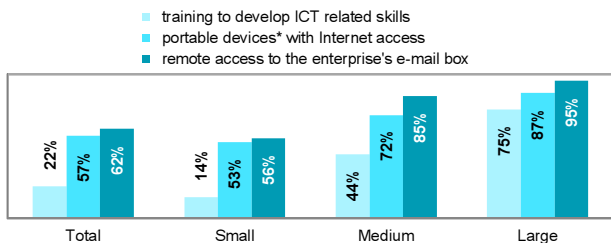
as a percentage of all employees in enterprises of a given group

Figure D20 Employees using a computer at work



as a percentage of all employees in enterprises with 10+ employees

Figure D21 Enterprises providing employees with:, 2015



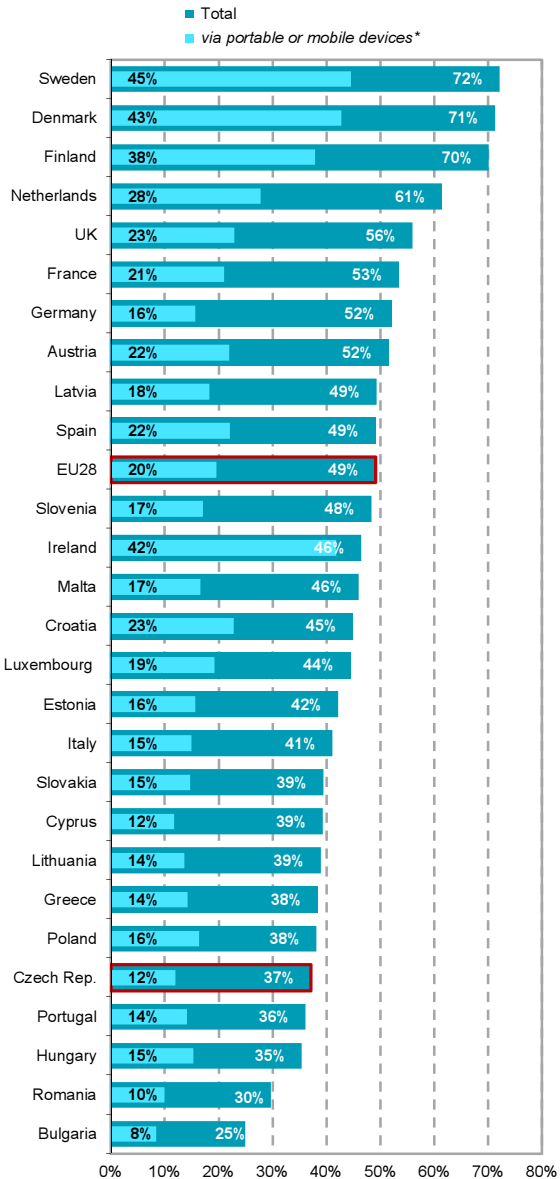
* laptop, tablet, smartphone, etc.

as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Survey on ICT usage in enterprises

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Figure D22 Employees of enterprises in EU countries using at work the Internet, 2015



* laptop, tablet, smartphone, etc.

as a percentage of all employees in enterprises with 10+ employees in a given country

Source: Eurostat, 2015

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Tab. D8 Enterprises in the Czech Republic using the Internet for e-banking, e-learning a telephoning, 2015

%

	E-banking	E-learning	Telephoning
Total (10 employees or more)	92,9	23,0	36,0
Small enterprises (10-49)	92,1	18,0	32,2
Medium enterprises (50-249)	95,4	37,1	47,8
Large enterprises (250 and more)	97,4	58,4	57,6
Industry (NACE category):			
Manufacturing	94,1	20,1	36,1
Electricity, gas and water supply	95,5	22,1	35,2
Construction	94,2	18,7	25,2
Sale and repair of motor vehicles	98,1	38,5	39,4
Wholesale trade	95,2	24,2	45,0
Retail trade	90,9	17,7	32,8
Transport and storage	93,8	14,0	30,1
Accommodation	91,3	17,9	28,6
Food and beverage services	81,7	9,5	20,5
Travel agency and related activities	99,3	22,4	67,2
Media industry incl. publishing activities	98,4	41,6	61,0
Telecommunications	98,3	59,8	87,6
Computer programming and related act.	95,9	74,3	76,2
Financial and insurance activities	87,3	54,3	50,6
Real estate activities	94,5	20,3	34,5
Professional, scientific and technical act.	91,2	38,3	40,1
Administrative and support activities	85,6	18,8	32,6

as a percentage of all enterprises in a given group

Figure D23 Enterprises using the Internet for e-learning

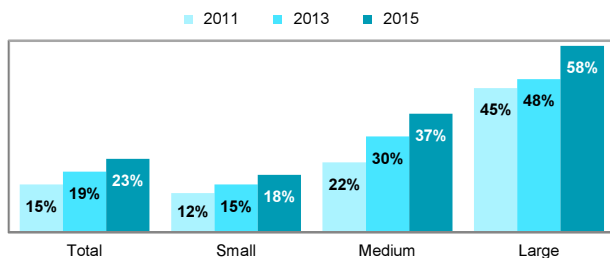
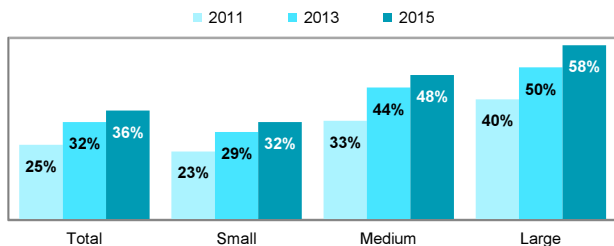


Figure D24 Enterprises using the Internet for telephoning

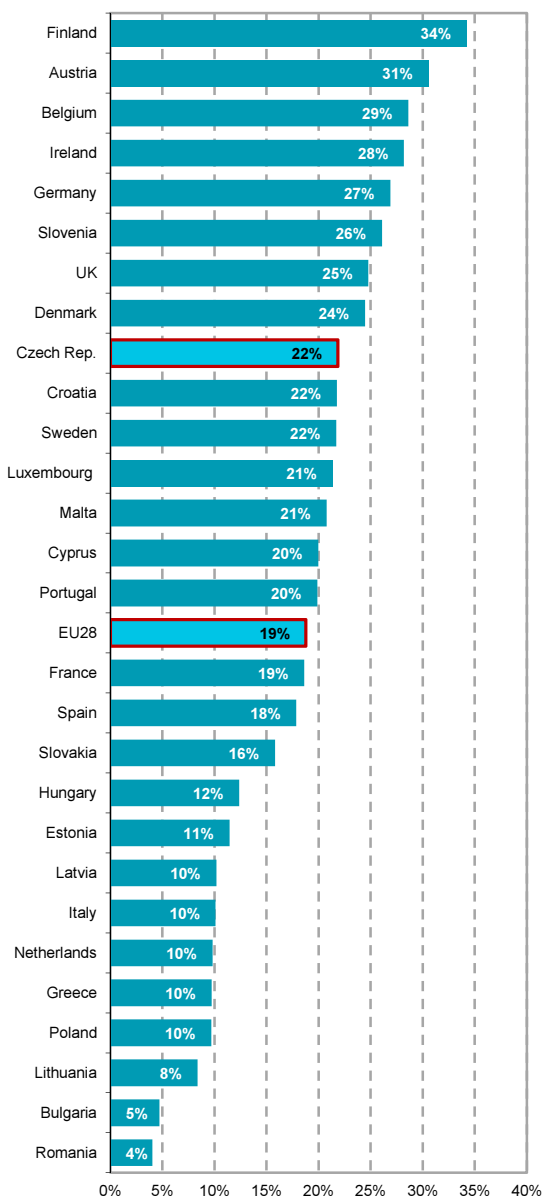


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Survey on ICT usage in enterprises

D Enterprises

Figure D25 Enterprises in EU countries using the Internet for e-learning activities, 2015



as a percentage of all enterprises with 10+ employees in a given country

Source: Eurostat 2015

D Enterprises

Tab. D9 Enterprises in the Czech Republic with an internal computer network, 2015

%

	Total	using:	
		WLAN	Intranet
Total (10 employees or more)	74,3	57,7	33,7
Small enterprises (10-49)	69,2	51,5	28,4
Medium enterprises (50-249)	91,5	77,1	46,9
Large enterprises (250 and more)	97,7	91,9	79,2
Industry (NACE category):			
Manufacturing	75,7	58,5	32,4
Electricity, gas and water supply	81,4	62,6	42,3
Construction	72,3	53,2	25,1
Sale and repair of motor vehicles	81,2	64,9	34,1
Wholesale trade	84,7	68,0	38,6
Retail trade	60,0	45,5	24,8
Transport and storage	65,4	50,5	27,6
Accommodation	76,5	64,7	31,6
Food and beverage services	42,3	32,5	24,9
Travel agency and related activities	87,1	67,0	43,6
Media industry incl. publishing activities	95,5	86,6	60,1
Telecommunications	98,3	84,9	73,2
Computer programming and related activities	97,8	89,4	82,9
Financial and insurance activities	92,9	65,1	67,2
Real estate activities	78,3	56,3	36,0
Professional, scientific and technical activities	85,1	62,2	40,1
Administrative and support activities	63,2	52,3	30,8

as a percentage of all enterprises in a given group

WLAN = Wireless LAN

Figure D26 Enterprises using wireless access within their internal computer network (e.g. wireless LAN)

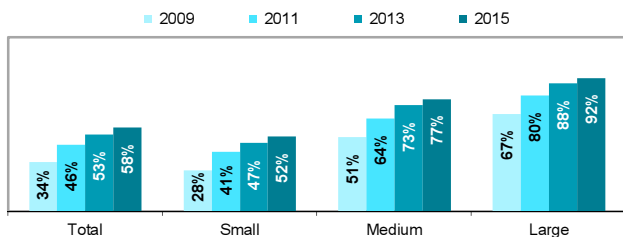
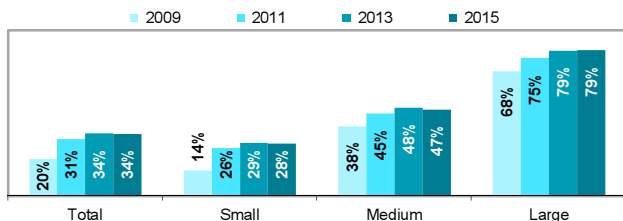


Figure D27 Enterprises with intranet (internal website)

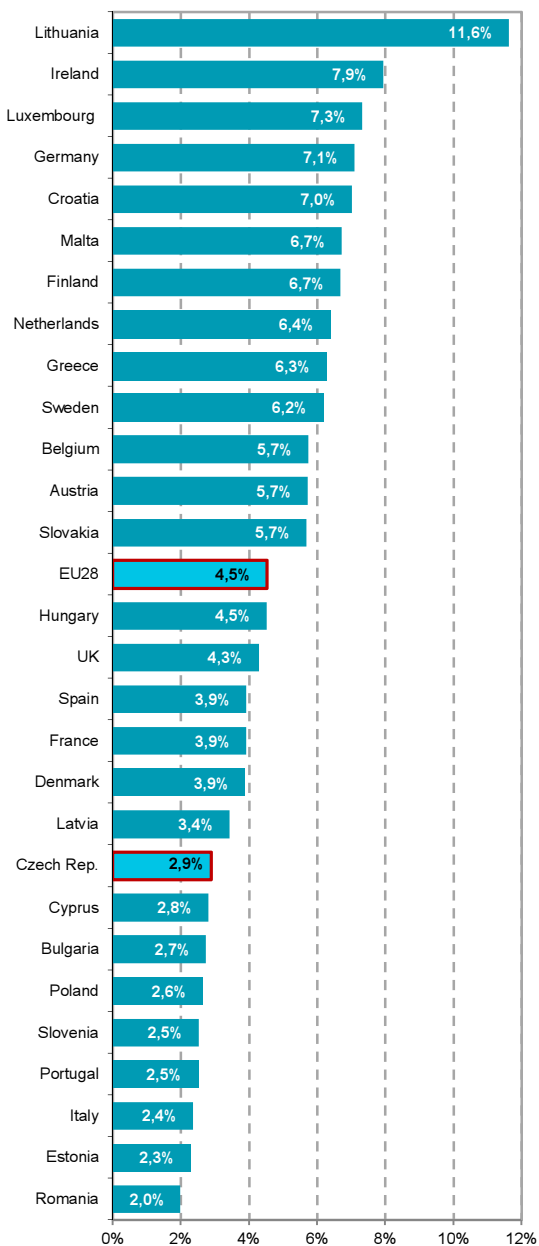


as a percentage of all enterprises in a given size class

Source: Czech Statistical Office, Survey on ICT usage in enterprises

D Enterprises

Figure D28 Enterprises in EU countries using "Wiki" based knowledge sharing tools websites, 2015



as a percentage of all enterprises with 10+ employees in a given country

Source: Eurostat 2015

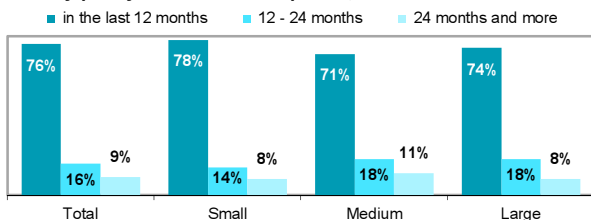
D Enterprises

Tab. D10 Enterprises in the Czech Republic with defined ICT security policy

	January 2010	January 2015
Total (10 employees or more)	21,7	33,4
Small enterprises (10-49)	15,2	26,2
Medium enterprises (50-249)	42,7	56,0
Large enterprises (250 and more)	66,0	74,7
Industry (NACE category):		
Manufacturing	22,2	33,6
Electricity, gas and water supply	25,0	39,7
Construction	12,9	23,8
Sale and repair of motor vehicles	27,0	39,0
Wholesale trade	32,5	41,8
Retail trade	14,5	16,9
Transport and storage	14,0	23,0
Accommodation	13,2	33,6
Food and beverage services	10,2	11,6
Travel agency and related activities	27,2	41,9
Media industry incl. publishing activities	35,7	53,6
Telecommunications	42,0	53,7
Computer programming and related activities	54,9	74,6
Financial and insurance activities	67,1	77,6
Real estate activities	20,9	35,2
Professional, scientific and technical activities	29,0	47,0
Administrative and support activities	19,4	35,5

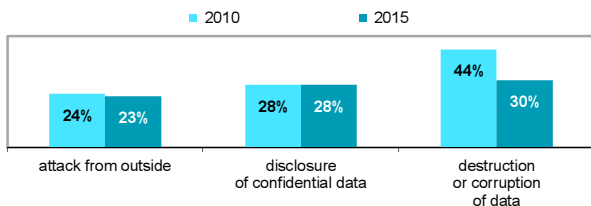
as a percentage of all enterprises in a given group

Figure D29 Date of last revision/review of enterprise's ICT security policy in the Czech Republic; 2015



as a percentage of all enterprises with formally defined ICT security policy

Figure D30 Enterprises with addressed selected risks in the ICT security policy; 2015

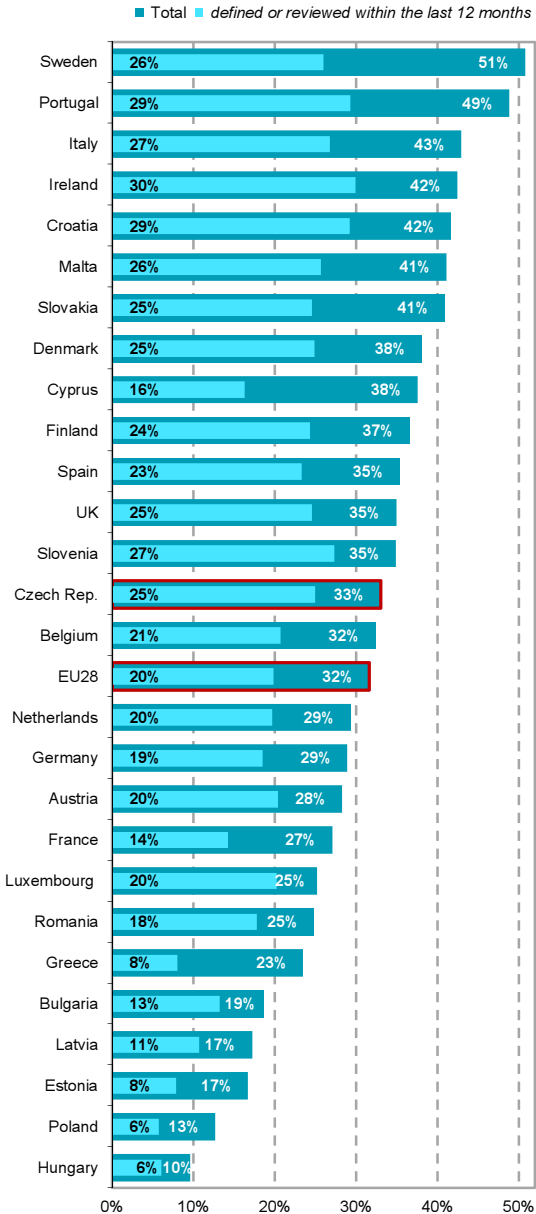


as a percentage of all enterprises in a given group

Source: Czech Statistical Office, Survey on ICT usage in enterprises

D Enterprises

Figure D31 Enterprises in EU countries with a defined ICT security policy, 2015



as a percentage of all enterprises with 10+ employees in a given country

Source: Eurostat 2015